

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-232/Grounds Maintenance

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I. Goal

The program will strive for quality and consistency in the delivery of groundskeeping, tree trimming, and refuse pickup services. Program activities will reflect a continuing commitment towards cost efficiency, productivity, relevancy, and timeliness of services.

II. Objectives and Policies

As a means of attaining the stated goal, the program will implement the following objectives:

- A. Maintain an 80% or higher customer satisfaction rating as measured through surveys of groundskeeping, tree trimming and refuse pickup services.
- B. Within a five-year period, incrementally move from a baseline 80% rating to a 90% or higher rating in meeting established standards.
- C. In order to meet the stated goal and objectives, the program has, or will implement the following action plan which has been developed.
 - 1. Create and maintain standards for affected program activity. Validate standards against industry comparable or other public sector agencies.
 - 2. Develop internal inspection standards and processes to confirm that standards are being maintained and conduct periodic user surveys to gauge customer satisfaction.
 - 3. Conduct training for groundskeeping staff to assure proper knowledge of program standards and effective work technique.

4. Implement and maintain a planned beautification program to revitalize assigned grounds.
5. Revitalize a 600 square foot or larger plant nursery to support beautification projects.
6. Implement systematic repair/renovations of irrigation systems at assigned facilities.
7. Based on appropriate studies, complete a program reorganization to properly reflect revised staff assignments.
8. Develop a tangible record keeping system, i.e., use of work orders or work tickets to validate the type and quantity of work performed by staff.
9. Develop a process to periodically evaluate standards and validate the internal inspection process.
10. Identify the types of equipment that will facilitate workflow and increase productivity, e.g., larger mowers, blowers, etc.
11. Develop a cyclical replacement program for equipment and vehicles to assure that the necessary tools are available to support program activity.
12. Through the Internet, develop and maintain a customer satisfaction survey for different program activities.

III. Action Plan and Timetable

A. Past Years Accomplishments

Item Nos. 1-5 has been completed and are being periodically refined. A summary of activities follows:

1. Reorganization of the Grounds Maintenance Program, which includes the integration of the personnel and resources from the Department of Land and Natural Resources to DAGS has been finalized. However, a reorganization of this program is in order due to recent changes in personnel and to the expectations of the organization.

2. On-going beautification projects were completed at the Kekuanaoa Memorial, Keelikolani Building perimeter planters, AAFES- Ala Moana Blvd. frontage, State Capitol Korean-Vietnam Memorial, Central Services parking lot and Leeward Health Center irrigation system and lawn renovation.

B. Year One

The program will concentrate on accomplishing objectives 6-7. Identification of irrigation system maintenance issues and subsequent repair/renovation is critical to maintain aesthetics of assigned grounds

Reorganization of the grounds program is in order to reflect changes in issue resolution by the organization.

C. Year Two Through Five

The program will follow-up on unfinished objectives and any new initiatives that may be identified. As needed, priority items will be expedited.

IV. Performance Measures

A. Customer Satisfaction Measure

A semi-annual written survey/evaluation for the program's target groups will be distributed. Any areas of concern identified through this survey will be immediately addressed.

B. Program Standard Measure

Standards comparable to the private sector will be formulated and monitored through internal staff inspections. Areas of concern will be corrected through established response criteria.

C. Cost Effectiveness Measure

Private sector costs will be solicited and maintained to assure competitiveness. Additionally, annual costs will be monitored and any significant variance in expenditures shall be evaluated and corrective measures implemented as needed.